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**AMY J. PATTILLO, *Patent Attorney***  
P.O. Box 161327 - AUSTIN, TEXAS 78716  
FAX # 512-402-9820

DATE: 6/15/2004

Number of Pages to Follow (including cover sheet) 29

SEND TO: United States Patent Office

**Examiner:** Marie C. Ubiles

**Group Art Unit:** 2642

Tel No: 703-305-0684

Fax #: 703-872-9306

FROM: Amy J. Pattillo  
Tel No: 512-402-9820

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Docket No. AUS92001825US1 Serial No. 10/015,266 Atty: AJP

Applicant: BROWN ET AL

<u>  X  </u> Transmittal Letter (2 copies)	<u>  X  </u> Certificate of Facsimile
<u>  X  </u> Amendment	<u>      </u> Notice of Appeal
<u>      </u> Amendment AF	<u>      </u> Appeal Brief (3 copies)
<u>      </u> Ext. of Time	<u>      </u> Reply Brief
<u>      </u> IDS Statement	<u>      </u> Change of Address
<u>      </u> Other	

Deposit Acct. No. 09-0447

Fees: Amendment   X   Notice of Appeal        Appeal Brief        Other

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

DOCKET NUMBER: AUS920010825US1

In re application of: Michael Wayne Brown, et al.

Serial No.: 10/015,266

Filed: 12/12/2001

For: HOLD QUEUE WAIT ESTIMATES

Mail Stop Box Non-Fee Amendments (PATs)  
 COMMISSIONER FOR PATENTS  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Sir:

Transmitted herewith is a Reply and Amendment under 37 CFR § 1.111 in the above-identified Application.

X No additional fee is required.

       The fee has been calculated as shown below:

	Claims Remaining After Amendment		Highest No. Previously Paid For		Present Extra	Rate	Addit. Fee
Total	36	MINUS	36	=	0	x 18 =	\$ 0
Indep.	7	MINUS	7	=	0	x 84 =	\$ 0
1st Presentation of Multiple Dep. Claim						x 270 =	\$ 0
TOTAL							\$ 0

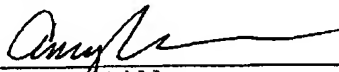
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 A duplicate copy of this sheet is enclosed.

X The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

X Any additional fees required under 37 CFR 1.16 for the presentation of extra claims.

X Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By   
 Amy Peltillo  
 Registration No. 46,983  
 P.O. Box 161327  
 Austin, Texas 78716  
 512-402-9820

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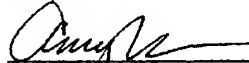
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/015,266 Confirmation Number: 1753 Filed: 12/12/2001 Title: HOLD QUEUE WAIT ESTIMATES	: Before the Examiner: : Marie C. Ubiles : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on 6/15/2004.

Amy Pattillo

  
Signature

6/15/2004

Date

**REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111**

Mail Stop Box Non-Fee Amendment (Pats)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

AUS920010825US1

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PATENT  
10/015,266

**A. INTRODUCTORY COMMENTS**

Applicants appreciate the attempts to set up a telephone conference by Examiner Ubiles. Since Examiner Matar was unavailable for conference in the weeks preceeding the filing of this response, Applicants respectfully request that Examiner Ubiles contact applicant if an Examiner's amendment could be made to place the case in a condition for allowance. Furthermore, Applicants respectfully request and will further submit such request for an interview to occur after the filing of this response to discuss placing the case in a condition for allowance.

Responsive to the Office Action of March 16, 2003, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

**Amendments to the Specification** begin on page 3.

**Amendments to the Claims** begin on page 4.

**Arguments** begin on page 15.

AUS920010825US1

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